

DTS Enterprise Incident Report

As of 2/1/2011

Science Technology and Research

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Science Technology and Research	5	5
	3	3
Customer Company Total	5 3	5 3

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Science Technology and Research	5 0	5 0
Customer Company Total	5 0	5 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Science Technology and Research	5 0.02	5 0.02
Customer Company Total	5 0.02	5 0.02

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Science Technology and Research	5 0	5 0
Customer Company Total	5 0	5 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours	
	Low	ATTR Total
Science Technology and Research	5 0.73	5 0.73
Customer Company Total	5 0.73	5 0.73

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Detail

INC000000239950	Ted McAleer	Application	Error	Novell GroupWise		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	Science Technology and Research	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000240271	Perry Thomson	Network	Incident	None		TIR Missed: No	TIR:	0.00
	Network Operations	Dave Bodily	Science Technology and Research	Low	Closed	TTR Missed: No	TTR:	1.41
INC000000242005	Ronda Robbins Jones	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Burton Brown	Science Technology and Research	Low	Closed	TTR Missed: No	TTR:	0.05
INC000000249592	Michael O'Malley	Network	Incident	None		TIR Missed: No	TIR:	0.11
	Metro A Hosting	Keith Scholl	Science Technology and Research	Low	Resolved	TTR Missed: No	TTR:	2.17
INC000000254623	Alan J Walker	Application	None	Action Request System		TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Science Technology and Research	Low	Resolved	TTR Missed: No	TTR:	0.03